

Beyond Diversity Awareness: Standing Up For Change

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Diversity at Work

- First encounters with difference
- Orientation to work is key
- Acceptance of who we are is key
- Awareness of Diverse Expressive Styles of Communication



Context Is Everything

- Adolescent girl with marks
- Man on the bus with children
- Good morning Ms. Smith
- Foreign co-worker with accent
- Why do staff speak another language when we all speak English at work?



YOUR
ASSESSMENT IS
ONLY AS GOOD AS
THE QUESTIONS
YOU ASK!!!!



I've learned that people will forget what you
said, people will forget what you did, but
people will never forget how you made
them feel!

Maya Angelou



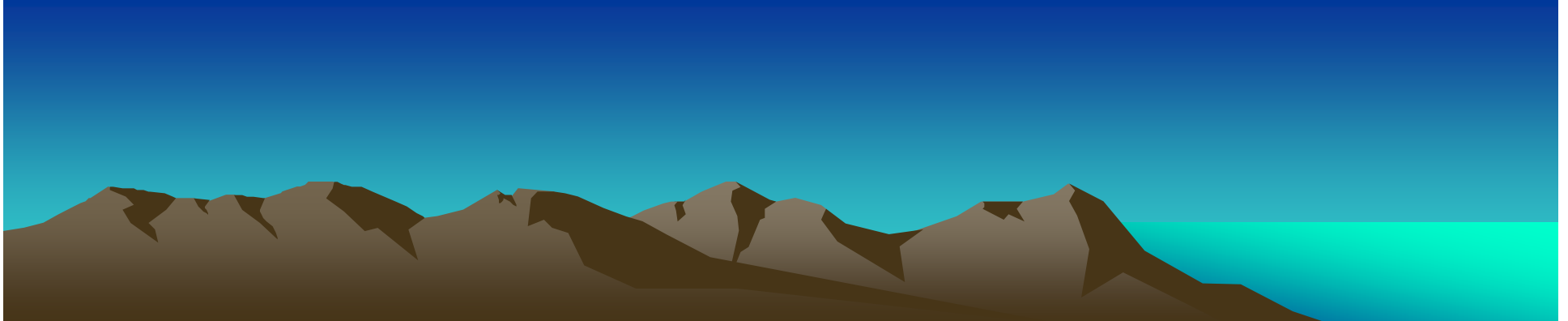
The Art of Communication Across Cultures

- Strength based approach versus deficit
- No more adjectives
- Name the behavior that is a barrier to communicating
- Open dialogue versus defensive
- Trust versus suspicion
- Can not control other's behavior



Cultural Context of Communication

- Explore meaning of behavior
- Tone of voice varies in meaning
- Posture, eye contact, gestures
- Space between provider
- Touch



Four Types of Communication

- How are you doing? OK Surface Talk
- “Here is the data, now you know”.
Reporting Facts
- “You should have told her she was wrong”.
Giving Opinions
- “I don’t understand and I would like to know if I did something to offend you.
Sharing feelings related to barrier in work communication.



Fear Keeps Us From Changing

- Surface talk is safe and discloses very little about the person
- Reporting facts keeps you from disagreements since you can verify facts.
- Giving opinions is risky and great predictor of conflict.
- Sharing feelings exposes person to highest vulnerability, yet greatest lessons are learned in confronting the uncomfortable situation.



Standing Up For Change

- Commit to ongoing knowledge building, both cognitive and affective styles of learning.
- Commit to ongoing professional skill building; client/consumer learning and cognitive self knowledge.
- Ask what you can expect from others.
- Inform others what they can expect from you.



Examples of Change

- Interpreter/Translation Policy
- Communication Team
- Family Centered Model
- SAW – School At Work
- Project Challenge
- Dress Code Policy Review
- Time Off Policy
- Peer Review Work Audit



When Will We Be Done With Conflict and Change?

- Only dead people don't have conflict
- There should be no shame in experiencing conflict.
- There should be shame if you are experiencing the same conflict repeatedly.
- Conflict is an opportunity to learn something new about ourselves.



Diversity is a journey and we have had many successes in the past. We should use these successes as a cushion to support us as we embrace the new uncomfortable challenges and learn so that we may live peacefully side by side.

